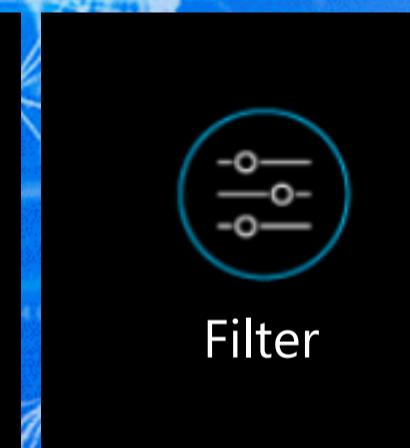
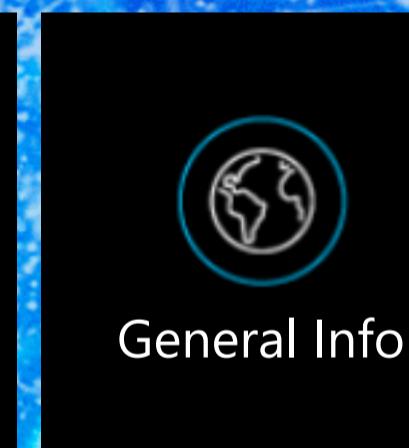
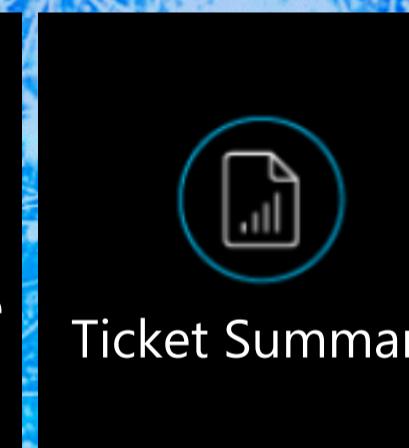
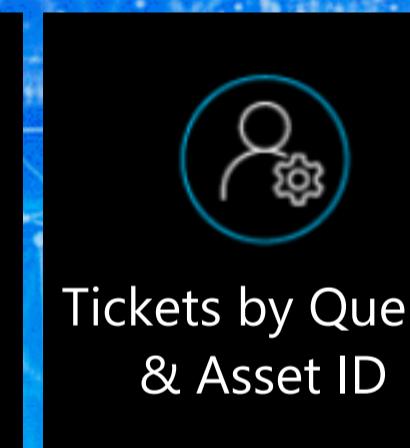




AOTs Tickets Report



AOTs Tickets Report

Date Refreshed
11/29/2023



Date Range

1/1/2022



11/29/2023



Work Queue

All



Hierarchy User Selection

- ▶ DAVID MCATEE
- ▶ EDWARD GILLESPIE
- ▶ FELIX ARROYO
- ▶ JEFFERY MCELFRSH
- ▶ JEREMY LEGG
- ▶ KELLYN KENNY
- ▶ LORI LEE
- ▶ PASCAL DESROCHES
- ▶ PATTI ZISHKA

Business Unit Name

All



Asset Id

All



Severity

- Select all
- 1
- 2
- 3
- 4
- 5
- 6



AOTs Tickets Report

Date Refreshed
11/29/2023



FILTER

Total Users
1,013

Total Tickets
2,680

Tickets Closed
2,580

Open Tickets
12

Tickets Cancelled
83

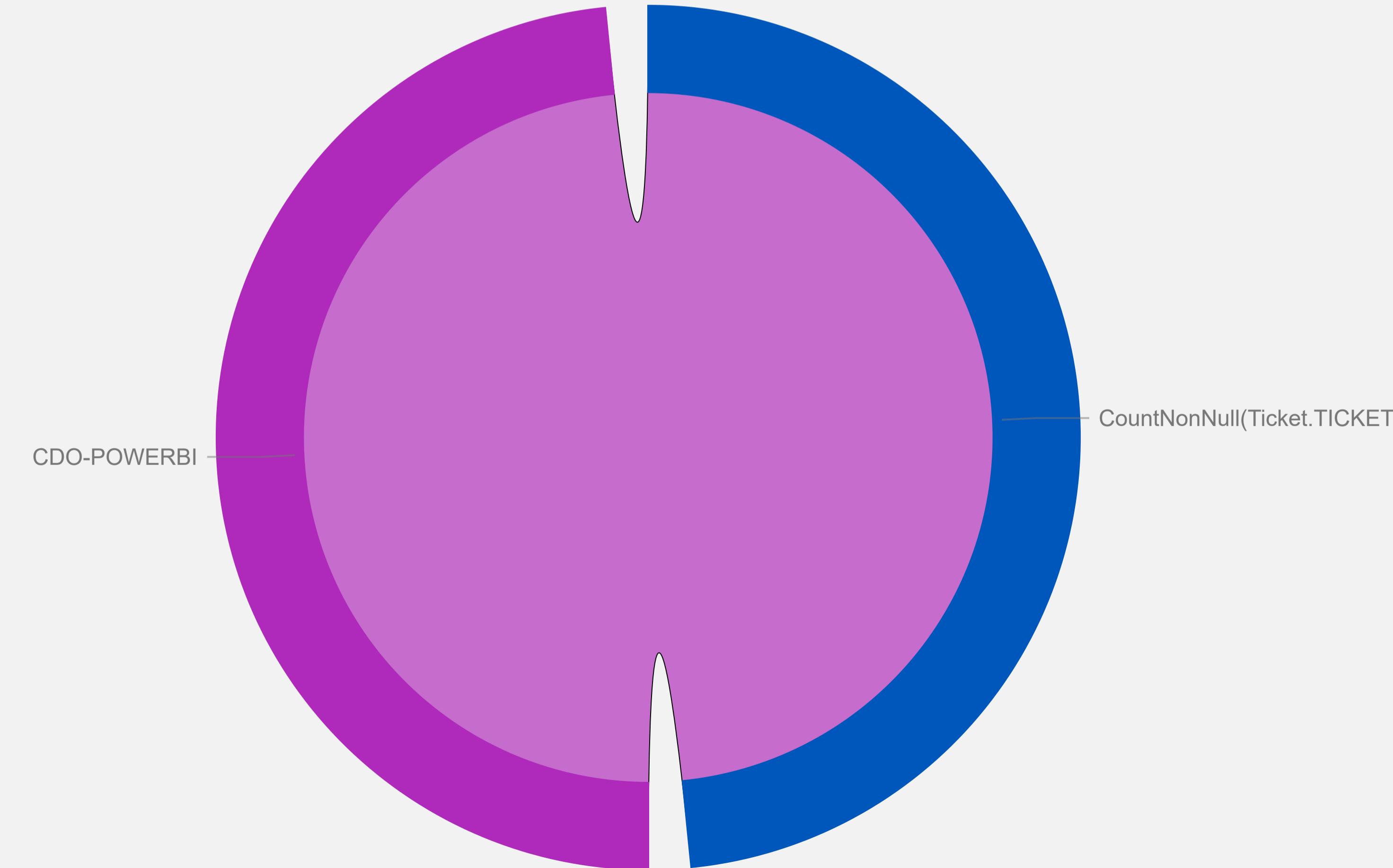
[View All](#)

[Count By Work Queue](#)

[Count By Asset ID](#)

[Count By Severity](#)

[Count By State](#)



AOTs Tickets Report

Date Refreshed
11/29/2023



FILTER

Total Users
56

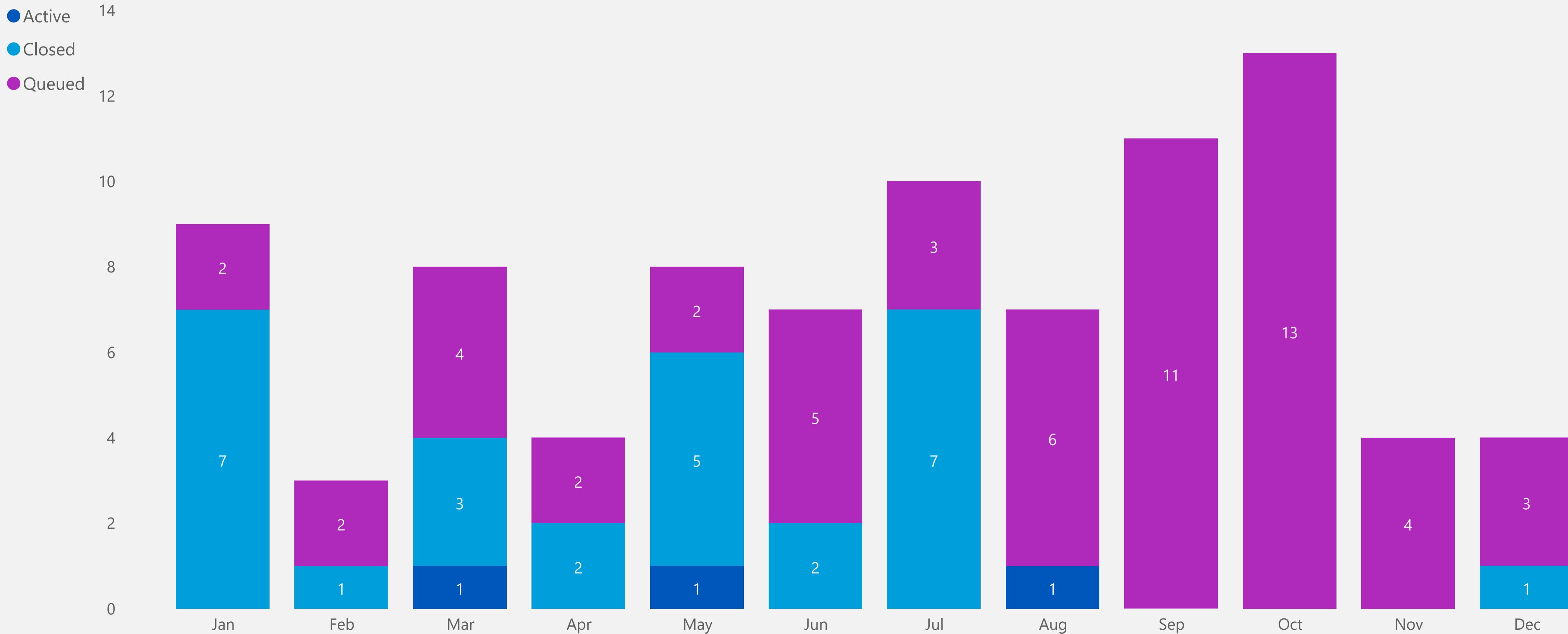
Total Tickets
98

Tickets Closed
28

Open Tickets
3

Tickets Cancelled
10

[View All](#) [Open And Closed Tickets](#) [Tickets](#)



AOTs Tickets Report

Date Refreshed
11/29/2023



FILTER

Total Users
5,724

Total Tickets
26,517

Tickets Closed
24,655

Open Tickets
538

Tickets Cancelled
916

Open P1 Tickets 3	Open P2 Tickets 52	Open P3 Tickets 101	Overdue Tickets 1306
Open P4 Tickets 182	Open P5 Tickets 157	Open P6 Tickets 35	

Ticket Count

- Active
- Cancel
- Cleared
- Closed
- Deferred - Cust Inform...
- Deferred - Other
- Queued
- Ready to Close

• • •



1

100

10,000

SEVERITY	TICKET COUNT	Duration(Hours)
5		
Active	157	00
Cleared	1	00
Deferred - Cust Information	5	00
Deferred - Other	2	00
Queued	269	00
Closed	11499	49644
Ready to Close	4	12
Cancel	351	7
Total	12288	49664
3		
Deferred - Cust Information	3	00
Deferred - Other	4	00
Queued	14	00
Closed	5851	44217
Ready to Close	10	655
Cleared	3	80
Active	101	12
Cancel	263	2
Total	6249	44968
6		
Active	35	00
Queued	10	00